

GENERAL INFORMATION

Order Submittal:

Please include your PO# in the subject line.

Please send orders and vector artwork together to orders@leprechaunpromotions.com. If you do not get an auto reply back from this email or an order confirmation within two hours, please contact us immediately.

Purchase Order Information:

To ensure the most effective processing of your order, include the following:

- Your PO number
- Your Bill-To information
- Your contact information, including name, phone number, fax number and email address
- Correct Item Code, Color and Quantity desired
- Imprint color
- Confirmed Ship-To address
- Desired Shipping method (UPS Ground is our default)
- Specific In-Hands date (if applicable)

Order Confirmation/Acknowledgement:

You will receive an immediate auto-reply from orders@leprechaunpromotions.com confirming receipt of your PO. Your order will be entered in our system and an Order Confirmation will be emailed within 2 hours of receipt of your Purchase Order (during normal business hours). Please call the factory if you have not received your Order Confirmation within 2 hours. Our Order Confirmation will confirm Product, Price, Imprint Color, Quantity, Ship-To address, shipping method and estimated ship date. PLEASE REVIEW THIS ORDER CONFIRMATION CAREFULLY and notify us immediately if you see any errors. Replying back to the order confirmation is the fastest way to make a change.

Standard Lead Time:

- Standard Lead Time is from PROOF APPROVAL and varies from 3 days to 10 days depending on the product

24 Hour Service:

24 Hour Service is available at No Extra Charge when the following conditions are met:

- Factory Authorization MUST be received prior to submitting the order.
- Order and Art MUST be received at the factory by 2 PM EST the day before the order is scheduled to ship.
- Order MUST specify 24 Hour Service and Firm In-Hands date.
- Include your PO number and "24hr service" in the subject line of your order submission.
- Proof Approval MUST be received back from customer by 4 PM EST the day before the order is scheduled to ship.
- Camera ready, vector art must be provided and any changes will delay 24 Hour Service.

Same Day Service:

- Same Day Service is available for a 40% Upcharge.
- Factory authorization MUST be received prior to submitting the order.
- Same Day orders and art must be received by 11 AM EST (AFTER receipt of factory authorization).

- Proof Approval MUST be received by Noon EST.
- Camera ready, vector art is required in order to provide same day service.

Order Cancellation:

All cancellations must be submitted in writing. You will be charged for all applicable charges, dependent upon when the order was cancelled.

Repeat Orders:

There is no charge for exact repeats (art and item are the same) ordered within 12 months of the previous order. Please specify the previous invoice or PO#. Orders past 12 months will be charged a new set-up.

Artwork Submittal:

Please submit your artwork together with your purchase order within the same email.

Art Requirements:

For the fastest turnaround time, please download the Template for your selected Product and arrange your Artwork in the specified Template areas. Once completed, you can provide this document to us in the following vector formats: Adobe Illustrator (AI), Portable Document Format (PDF) or Encapsulated Postscript (EPS) formats. Please be sure to convert all text context to outlines. Typesetting requests and/or embedding raster images (for products other than our RealColor360° line) into your vector file may incur additional setup charges or delays.

Raster image file formats include the following file extensions:

JPG/JPEG, TIF/TIFF, GIF, PNG and PSD. Finally, raster Artwork you submit for our RealColor360° products must be provided at a resolution of at least 300 dots per inch (DPI).

Artwork Layout:

Our website offers templates for all our items. These can be downloaded on individual product pages, under the main image, select "Artwork Template". Please provide you artwork on these templates. 24 hour service orders require artwork to be set-up on our templates.

Multi-Color Imprint Registration:

Multi-Color screen printing, due to the nature of the process, will incur registration error. Please ensure that your art allows up to 1/16"-1/8" movement in any direction for plastic items. For Foam items please allow for movement up to ¼" in any direction. Due to complexity, some multi-color images may not be acceptable for 2 sided imprint.

Digital Email Proofs:

An email proof for your order will be sent. There is no charge for this proof. Please review these proofs carefully. Your approval authorizes us to print exactly what is on the proof. Production lead-time does not begin until we receive a proof approval through our automated system.

Shipping:

FOB factory in metro Atlanta, GA. Some orders may ship from alternative locations. Our default shipping method is UPS Ground. Truck carriers may be utilized for larger orders. We will ship 3rd party or

collect if you provide all required information. You will be liable for any non-payment of 3rd party or collect shipping costs. COD orders are not accepted.

The factory has no control of delivery after the order has been transferred to the shipper. The factory does not guarantee arrival. If product is shipped per schedule and arrives late due to shipper error, you are still required to pay for the order, less any refunds received from the shipper.

Warranty:

Leprechaun Promotions warrants its products and decoration to be of good quality. Our liability is limited to the invoice amount on the order. Complaints must be filed within 30 days of receipt of product; any complaints made after this period will not be eligible for credit.

Product Returns:

Defective items will be replaced at no charge when returned within 30 days of receipt. Leprechaun Promotions will provide a Return Authorization for all returns. Unauthorized returns will be refused and returned to sender. Merchandise must be available to be returned for any credit or replacement.

Packing Lists:

These will only be included if specifically requested by the customer.

Order Quantities:

Orders are generally shipped in exact quantities. Due to the nature of the decoration process, orders shipped 5% under the exact quantities will be considered complete. Please plan accordingly when specifying your order quantity.

Freight Estimates:

Shipping estimates (via UPS and Fedex only) are available on our website.

Product Colors and Shade Variances:

Product colors can vary slightly from one production run to the next. Dark color plastics, by nature, show blemishes that are not noticeable on other colors.

Plastic items Scuffs and Scratches:

Due to the nature of plastics, scuffs and scratches can be seen on darker colored plastic items. This is unavoidable in the molding and printing process. These marks are not considered a defect and will not be eligible for a credit.

Foam Item Size Variance:

Due to the nature of the manufacturing process, no two can coolers will ever be the same dimension. All can coolers have variance of size and color from batch to batch. This fact makes the silk-screening process difficult to maintain a consistent center of the imprinted image. Please allow up to ¼" movement in any direction of imprinted image, within an order or production run.

Blank Orders:

Blanks are sold at EQP. Minimum \$50 invoice applies.

Copyright/Trademark Laws:

Leprechaun Promotions assumes, when artwork has been submitted for an order that this artwork was submitted in full compliance with the laws governing copyright, trademark, etc. Purchasers, by placing these orders, agree to hold Leprechaun Promotions harmless for any damages as a consequence of our use of said artwork.

Returned Checks:

There is a \$20 (Z) handling fee for all returned checks.

Printing Distortions:

Many of the products we sell are tapered. Due to this, some geometric shapes may distort.

Washing of Mugs and Cups:

Items in our catalog are not recommended for use in commercial dishwashers. We recommend that all products be hand washed for the best imprint life.

Websites:

We recommend verification of all product offerings and prices at our official website:

www.leprechaunpromo.com. Leprechaun Promotions cannot be held liable for inaccurate information on third party websites or search engines.

Disclaimer:

All corporate logos or registered trademarks are shown only to illustrate graphic capabilities. Logo bearing merchandise can only be purchased by or through a company to which the logo or symbol belongs. Imprints shown in photos may include PMS colors, requiring additional charges.

Pricing:

Catalog pricing is subject to change without notice, see www.leprechaunpromo.com for current pricing.

ART REQUIREMENTS

Layout:

Please provide a detailed layout of how you would like your art printed on the item. If nothing specific is received, we will layout the art at our discretion and provide you with a paper proof.

Typesetting:

Up to 4 lines of Straight Line copy will be added at no charge. Please identify your preferred font. Excess copy will incur an art charge.

Art can be accepted in the following formats:

1. Adobe Illustrator, please convert all text to outlines. Embedded bitmap images may incur additional charges.
2. Corel Draw users, please convert any text to curves and export your files as .ai Adobe Illustrator format.
3. EPS Files. Any .eps file must be a true vector file. Embedded bitmap images may incur additional charges.
4. Some bitmap files (TIF, JPG, GIF, PSD) may be used, depending on size and resolution. An art charge may apply if you submit a bitmap file. 300dpi or higher recommended.
5. PDF files. Must be a true vector file. Embedded bitmap images may incur additional charges.

E-Mail Requirements:

1. Digital art can be submitted with your purchase order to orders@leprechaunpromotions.com
2. Digital art can also be sent to art@leprechaunpromotions.com.
3. Make sure to include your company name and PO# in the subject line in all correspondence.

Multi-Color Imprint Registration:

Multi-color screen printing, due to the nature of the process, will incur registration error. Please ensure that your art allows up to 1/16" movement in any direction for plastic items. For Foam items please allow for movement up to 1/4" in any direction.

Due to complexity, some multi-color images may not be acceptable for 2 sided imprint.

Artwork Charges:

Leprechaun Promotions will determine whether the art submitted is acceptable. You will be contacted about additional charges before we proceed with any changes.

Full Palette Colour:

Full Palette Colour (FPC) is our process to apply full digital color images to the same bestselling items that we screen print. This process is perfect for photos, multi-color graphics, logos and complicated images.

Pricing for FPC products includes the full color digital imprint. Images and copy should be in CYMK. Neon colors, metallic and exact PMS matches are not available. White product is recommended for all FPC projects. If white product is not used, there may be significant variation in image colors.

Accepted files types include resolution of 300 dpi or higher with extensions of .eps, .tif, .psd, .pdf or .jpg. Less than minimum is not available on FPC items.

Due to the nature of the FPC process, 24 Hour service is not available. Standard lead-time for FPC on foam products is 3 – 5 working days from proof approval. Standard lead-time for plastic items is 10 -15 working days from proof approval.

A pre-production proof is required for FPC orders and is provided at no additional charge. Please keep in mind that lead time is calculated from proof approval.

Offset Printed Stadium Cups:

Offset printing is available on 4 sizes of stadium cups. It is good lower cost alternative for multi-color printing on higher quantities of stadium cups (minimum order size is 5,000). The process does have some limitations, however:

- Offset printing is limited to white cups
- Production lead-time is 3 – 4 weeks from art approval
- Small type fonts, outlines and reversed copy may blur during production.
- Some smearing may occur due to the nature of the process. Neither the clarity nor color intensity of screen printing should be expected.
- Pre-production proofs are not available